



IP Telephone User Guide

LIP-6812

SIP (Session Initiation Protocol)

Broadworks

Please read this manual carefully before operating your set.
Retain manual for future reference.

Regulatory & Safety Notice

LIP-6812D

This equipment complies with the following regulatory standards, FCC Part 15, IC (Industry Canada) CS03, TBR21, TBR03, and TBR04. Also, this equipment complies with the safety requirements of UL60950, CSA60950, EN60950, EN55022 and EN55024

FCC Compliance Statement

This device complies with part 15 of the FCC Rules for a Class B device. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.



Safety Compliance Listings & Markings

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1. Introducing the LIP-6812

1.1. LIP-6812 Overview

LIP-6812 is an Internet Protocol (IP) phone designed to support hosted telephony services over a managed IP network. Based on the open standard Session Initiation Protocol (SIP), LIP-6812 can interoperate with various third party SIP end-user devices, Proxy/Registrar/Servers, and gateway products while voice packets are exchanged on a point-to-point basis between the phone and the connected party through the Service Provider's network.

Features and functions available to the LIP-6812 through the SIP Call Server are similar to those of a conventional business telephone. For ease of use, the LIP-6812 is equipped with fixed feature buttons, flexible (programmable) feature buttons, an LCD display, Softkeys, and a dial pad. These elements are described in more detail in the General Description section.

1.2. LIP-6812 Features

Features available to the LIP-6812 are dependent upon the Call Server and configuration of the IP Phone. Details on features available from the Call Server and the User Portal should be obtained from the Service Provider's representative.

Basic features provided by the LIP-6812 and the Call Server include:

- IP phone operation with SIP protocol
- Local configuration via keypad/LCD
- S/W upgrade, TFTP or HTTPS
- Mute
- IP Addressing: static/dynamic IP (DHCP)
- RTP/RFC2833 support
- 802.3af PoE (Power over Ethernet)
- Call Logs
- Click-to-Call
- Speed Dial buttons
- Speed Number dialing
- Phone Book
- Caller ID
- Caller ID blocking
- Anonymous Call blocking
- Call Forwarding
- Call Transfer
- 3-way Conference
- Do Not Disturb (DND)
- Call Refusal
- Call Waiting
- Message Waiting Indicator (MWI) lamp/tone
- Hotline/Warm Line
- Flexible feature mapping

- Last Number Redial
- Call Return
- Station-to-Station dialing
- Handset, Headset, Speakerphone, and Ring Volume control
- LCD Contrast control
- Call Hold Ringback
- Hands-free dialing
- Label for Programmed feature buttons
- Full Duplex Speakerphone
- Multiple Ring types
- Distinctive Ring tones
- G.723.1A / G.729AB / PCMU / PCMA voice codec
- Acoustic Echo canceller
- Auto Answer
- Ringer off
- Web Based Management

NOTE: Certain feature functionality of your phone may be limited as a result of your VoIP environment.

1.3. LIP-6812 General Description







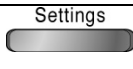




The LIP-6812 interfaces with you to deliver voice and audio signals over the handset and speaker. A Microphone, which can be switched On and Off (muted), is located in the right front for audio input to the LIP-6812 Speakerphone. The 3-line, 24-character LCD is a visual output for status and interactive menus. The various buttons are the LIP-6812 input devices used to access resources, activate features, and interact with menus. Location of the devices and buttons of the LIP-6812 are provided in Figures 1 and 2.




Figure 1. Front view of LIP-6812



Figure 2. LIP-6812 Buttons

NUMBER	BUTTON	FUNCTION
1		Left direction button. When  appears in the bottom-left corner of the LCD, the previous menu may be selected.
		Right direction button. When  appears in the bottom-right corner of the LCD, the next group of Softkeys may be selected.
2		Softkeys. Softkeys are interactive, changing function based on the LIP Phone status. When selected and verified, by pressing the  Softkey, the IP phone performs the selected function.
3		Settings button. 'Settings' accesses and exits the main menu for display and changes to the LIP Phone configuration.
4		Volume control button. Use to adjust Ring, Headset, Handset, and Speaker volume.
5	 Speaker	Speaker button. Toggle the LIP-6812 speakerphone On and Off.
6	 Mute	Mute button. Toggle audio from the microphone to the connected party On and Off.
7		Headset button. When using a headset, this button toggles the headset state. When the headset is active, this button LED is red.

8		Flexible buttons (11) with Red/Green LEDs. Assign as Line or Feature using LCD Menu or Web Manager. Default assignments for buttons 1 and 2 are primary and secondary Line appearance for the extension.
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2. Using Basic LIP-6812 Features

The LIP-6812 is equipped with Softkeys and two direction buttons, which are used to navigate and select items from the display menu. An item can be selected using the Softkeys when it is displayed on the LCD screen. The Softkeys are also employed to access any Advanced Services to which your company has subscribed.

Some buttons on the LIP-6812 represent Lines or SIP call appearances. The Line buttons present and manage calls to the specific Line or appearance. The LIP-6812 can support up to eleven (11) Lines, each associated with their own Line button. The LED of the Line button indicates Line status as follows:

Green LED On – in use at this phone, when call is displayed in LCD.

Green LED fast flash – incoming call at this phone when call is displayed in the LCD.

Green LED slow flash – call on hold at this phone when displayed in the LCD.

Red LED On – in use at another phone.

Red LED fast flash – incoming call at another phone.

Red LED slow flash – call on hold at another phone.

Yellow LED On – in use at this phone when call is not displayed in LCD.

Yellow LED fast flash – incoming call at this phone when call is not displayed in LCD.

Yellow LED slow flash – call on hold at this phone when call is not displayed in LCD.

Green & Yellow LED alternate color slow flash – the line is not registered.

NOTE: When ACD is active on the Line the LED will indicate the status of the Agent:

Green LED On – Agent checked in and available



Red LED flashing – Agent checked in and unavailable

Red LED On – Agent checked out

2.1. Receiving a Call

When you receive a call, your phone will ring and the display may show the name or number of the calling party.

To answer a ringing call:

- 1) Lift the handset, press  , press  , press the [Ans] Softkey, or press Line button.

To refuse a ringing call:

- 1) Press [Refu] Softkey in the ringing state.

To end the call:



- 1) Hang up the handset, press  , press  , or press [Endc] Softkey.

NOTE: Calls can not be received unless the Line is registered to a Call Server. When not registered, the Line button LED will blink red and orange.

2.2. Making a Call

You can make a call using on-hook or off-hook dialing.

To place a call:

- 1) Lift the handset, press , press , or press Line button.
- 2) Dial the destination phone number; you may need to dial '#' at the end of the number.
- 3) When the called party answers, begin speaking (the LCD will display the elapsed call time).

To end the call,

- 1) Replace the handset, press , press , press [Endc] Softkey, or press Line button.

2.3. Putting a Call on Hold

You can place a call in a waiting state; the held party cannot hear you and you cannot hear the held party. You can answer or place other calls while a call is on hold.

To place a call on Hold:

- 1) Press the [Hold] Softkey.

To retrieve a held call:

- 1) Press the blinking Line button, or press [Rsum] Softkey.

NOTE: If multiple calls are on hold, a list of available calls will display. Use the [Prev]-[Next] Softkeys to select the desired call, "Retrieve Call Idx. #", and press the [OK] Softkey.

If you place a call on hold and return to idle, you may receive a Call Hold Ringback tone.

2.4. Transferring Calls, Announced

You can send an active call to another extension and either announce the call transfer or hang-up to complete the transfer.

To transfer an active call:

- 1) Press the [Trns] Softkey.
- 2) Dial the number you wish to receive the transfer.
- 3) You may await answer and then hang-up, or just hang-up to complete the transfer.

To cancel the Transfer:

- 1) Press the [Cnc1] Softkey.

2.5. Transferring Calls, Blind/Unannounced

You can transfer an active call to another extension without talking to the party who is to receive the call, using Blind Transfer. The caller is transferred to the new party without verifying that the new party is there or willing to receive the call.

To transfer an active call:

- 1) Press [Bxfr] Softkey.
- 2) Dial the number you wish to receive the transfer.
- 3) Hang up to complete the transfer.

2.6. Call Forward

Call forward directs incoming calls to ring at another location. There are 4 conditions that can be defined to forward calls:

- Call Forward Busy – redirects incoming calls if the Line is busy.
- Call Forward No Answer – redirects incoming calls if the call is not answered in the designated time allowed (No Answer time).
- Call Forward Busy or No Answer – redirects incoming call if the Line is busy or, if idle after No Answer time expires.
- Call Forward All Calls – redirects all incoming calls to a Line you designate.

To set up Call Forward:

- 1) Press [CFwd] Softkey, and use the [Prev]-[Next] Softkeys to select the desired Call Forward Condition and press the [OK] Softkey.
- 2) Input the telephone number or address where your calls will be sent and press the [OK] Softkey.

NOTE: When Call Forward is active, "Fwd. to" shows on the LCD screen.

To disable Call Forward:

- 1) Press [CFwd] Softkey, the message "Fwd. to " is shown on the LCD screen.

2.7. 3-Party Conference

The LIP-6812 3-Party Conference feature lets you speak with two other parties at once.

To initiate a conference between the current party, you, and another party:

- 1) Press the [CONF] Softkey, and dial the number you want to join in the conference.
- 2) When the party answers, press the [JOIN] Softkey to establish the conference.

NOTE: If the new party does not answer, press the [ENDC] Softkey to return to the original party. If the originator of the conference call hangs up, then the other two parties will be disconnected. If either of the called parties hangs up, the call will remain connected.

2.8. Call Waiting-Multiple Call Appearance

Each Line configured on the LIP-6812 can have multiple call appearances; call activity appears at more than one Line button to facilitate call handling. This is very useful if the user is on one call and needs to act on another incoming call on the same Line. While on a call, you will receive a call waiting tone and the caller's number is displayed so you know who is calling before you interrupt the current call; you can choose to pick up the incoming call, or ignore it.

To answer a second call:

- 1) Press the [ANSW] Softkey; the first call is automatically placed on hold.

To place a second call:

- 1) Place the active call on hold.
- 2) Press [NEWC] Softkey to obtain dial tone, and dial the destination phone number.

NOTE: When you have two calls on a Line, you are able to toggle between the two calls with the Line button. Pressing the Line button for the calls, you can move from one to the other call and manage the selected call. If you select an idle Line and take no action after 5 seconds, you will be returned to the original call.

2.9. Redial

You can automatically redial the last number you dialed; pressing the [REDI] Softkey will activate the speakerphone or headset and dial the last dialed number. Lift the handset prior to pressing the [REDI] Softkey to connect the call to the handset rather than the Speakerphone.

To redial a call:

- 1) Press [REDI] Softkey.

NOTE: Your IP phone will not recall the last call dialed number after a loss of system power.

2.10. Last Call Return

You can dial the number associated with the last incoming call, allowing you to return a call to the caller.

To call back the last incoming caller:

- 1) Press [LCR] Softkey.

2.11. Speed Dial Buttons

Programmable buttons on the LIP-6812 can be assigned for Speed Dial; pressing the button will automatically select your Line and dial the stored number (refer to the *Installer Guide* for the steps to configure Speed Dial).

To make a call using Speed Dial:

- 1) Press the desired Speed Dial button, or lift the handset and press the desired Speed Dial button.

2.12. Speed Number Dialing

Within the Phone Book menu, you can set a Speed Number (0 to 99) for each Phone Book record. The Speed Number can then be used to automatically dial the telephone number for the record. Speed Number dialing must be enabled for use (refer to the *Installer Guide* for steps to configure the Speed Number feature).

To make a call using Speed Number:

- 1) Dial the Speed Number (0-99) for the desired number, or lift the handset and dial the desired Speed Number.

NOTE: When the Speed Number you dial is empty, the call is terminated and the LCD will display the error "Empty speed number."

2.13. DND (Do-Not-Disturb)

The DND (Do Not Disturb) feature places the LIP-6812 in a 'no-ring' state. If the LIP-6812 is in DND, an incoming call to your extension will not cause the phone to ring. To use this feature,

the DND button must be assigned (refer to the *Installer Guide* for the steps to configure the Flexible button).

To activate DND:

- 1) Press the DND Flexible button; when activated, the button LED will illuminate red, and “Do not disturb” is displayed on the LCD.

To deactivate DND:

- 1) Press the illuminated DND Flexible button again, or press the [DND] Softkey while in an idle state to enable the DND feature.


2.14. Muting a Call

Mute turns the microphone of the Handset, Headset, or Speakerphone Off. This prevents the connected party from hearing what is said in the vicinity of the microphone.

To mute the microphone:

- 1) Press  to mute a call; when mute is activated, the  button LED is illuminated red.

To activate the Handset, Headset, or Speakerphone microphone:

- 1) Press  again, or lift the handset to deactivate mute.

2.15. Accessing Your Voice Mail

When you have a message waiting, the MSG light will flash and messages may be retrieved. A MSG button may be assigned to the LIP-6812 (refer to the *Installer Guide* for the steps to configure the Flexible button).

To access your voice mailbox:

- 1) Press a flexible button configured for MSG when the Message Waiting Indicator LED indicates you have a message and follow the voice instructions.
OR,
- 1) Use the LCD Menu Navigation buttons to locate the [MSG] item, and select the [MSG] Softkey.

NOTE: To access your voice mailbox, the VMS address must be configured on the LIP Phone (refer to the *Installer Guide* for the steps to configure the VMS address).

2.16. Shared Call Appearance / Bridge Line Appearance

The LIP-6812 can support up to 11 Lines, each associated with its own button. A Line button could be set up as a Private Line, a Shared Line or DSS/BLF Call Coverage Line. A Private Line is used by only one phone. A Shared Line is shared by more than one phone. To learn more about this, please refer to the VoIP Configuration section within the *Installer Guide*.

A Shared Line appears and is accessible by an authorized set of Phones. A Shared Line allows you to place a call on hold at one phone and easily pick it up at another. Any phone with the Shared Line can originate and terminate calls on the Line. When a phone places an outgoing call, all phones with the Shared Line are notified and reflect the current status of the Line.

When an incoming call is routed to a Shared Line, all phones with the Line will ring and display the name or number of the calling party. Once the call is answered, all other phones stop ringing and the Line button reflects a busy status.

The LED of the Line button shows the state of each call appearance on a Line.

Solid green	Local call activity for Private or Shared Line.
Fast blinking green	Call appearance ringing for Private Line.
Slow blinking green	Local call hold.
Solid red	Remote call activity for Shared Line.
Fast blinking red	Call appearance ringing for Shared Line.
Slow blinking red	Remote call hold

To place or receive a call on a Shared Line, use the procedures previously described.

To retrieve a call held at a remote phone:

- 1) Press the slowly blinking Shared Line button, a list of available calls will display.
- 2) Use the [Prev]-[Next] Softkeys to select the desired call, "Retrieve Call Idx. #", and press the [OK] Softkey.

NOTE: The Shared Line may also be called a Bridge Line Appearance.

2.17. DSS/BLF Coverage button

The LIP-6812 has been designed to meet the special needs associated with an Attendant or Secretarial answering position. Specific needs for these users who provide call coverage include:

Direct Station Selection (DSS) — one-touch calling to covered extensions, and the ability to pick up calls ringing at those extensions.



Busy Lamp Field (BLF) — visual status indication of covered extensions.

The DSS/BLF feature in the LIP-6812 uses the Shared call appearance feature. Operation of the DSS/BLF Coverage button however is distinctively different than a Shared Line.

To call an idle covered extension:

- 1) Lift the handset, press , press  or press your Line button.
- 2) Press the DSS/BLF Coverage button.

To answer a call to a covered extension:

- 1) Lift the handset, press , press , or press your Line button.
- 2) Press flashing DSS/BLF Coverage button.

The LED indications of the DSS Line button are:

Solid green	Line in use locally
Slow blinking green	Call held, locally
Solid red	Line in use remotely
Fast blinking red	Call appearance ringing for covered Line
Slow blinking red	Remote call hold

NOTE: To use the DSS/BLF feature, the Line button must be configured as DSS (refer to *Installer Guide* for the steps to configure the Line for DSS).

2.18. Hotline/ Warm-Line

The LIP Phone may be assigned for Hotline/Warm-Line operation. When assigned, the LIP Phone will automatically place a call to the assigned destination. For Hotline, the call is placed immediately upon an off-hook state. For Warm-Line, the call is placed after a delay, allowing the user time to access another feature or Line as needed.

3. Advanced Services and the LIP-6812 LCD Menu

This section describes how to view and use the Advanced Services available through the LCD menu. The Main Menu components and order of display may be different on your phone based on the service subscription. All features may not be available to you based on the service subscription.

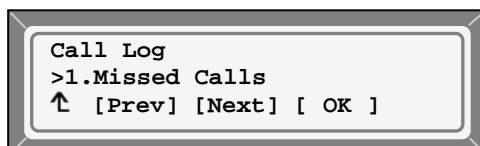
The LIP-6812 is equipped with Softkeys and two direction buttons, used to navigate and select items from menus. An item can be selected when it is highlighted with the pointer (>), using the Softkeys or by dialing the digit preceding the item.

3.1. Call Logs

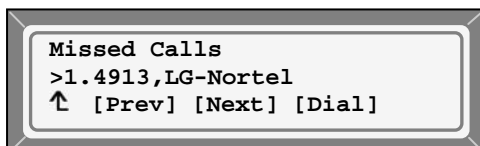
The LIP-6812 has access to a log of all calls placed or received by the phone, including incoming calls that were not answered (missed calls). The Call Logs can be viewed on the LCD and used to place a call to the logged party. Call Logs may be accessed through a programmable button assigned for the Call Log function on the LIP-6812 (refer to *Installer Guide* for the steps to configure a Call Log button).

To access the Call Logs menu:

- 1) When in an idle state, press the Call Log button; the Call Logs menu will provide several choices.
- 2) Use the [Prev]-[Next] Softkeys to select the desired log or dial the digit associated with the desired selection.



- 3) The log will display information on the call along with the Caller ID information.



To call a number listed in the Call Logs:

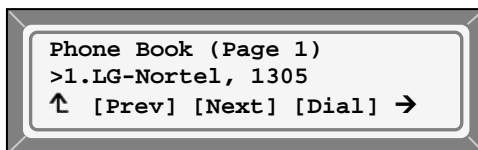
- 1) Dial the digit preceding the desired log item, or use the [Prev]-[Next] Softkeys to select the desired Log item and press the [Dial] Softkey.

3.2. Phone Book

The LIP-6812 contains an internal Phone Book that has 100 entries. You can add to, delete, edit, and dial entries from the Phone Book. The Phone Book is accessed with a programmable button assigned for the Phone Book function (refer to *Installer Guide* for the steps to configure the Phone Book).

To access the Phone Book menu:

- 1) Press the Phone Book button.
- 2) The Phone Book will display the first entry.

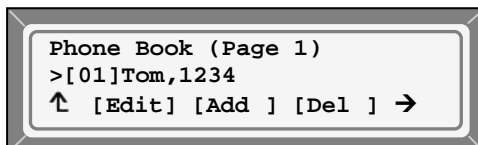


To call a number listed in the Phone Book:

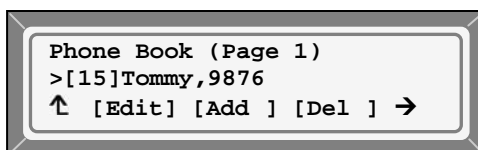
- 1) Dial the digit preceding the desired log item, or use the [Prev] - [Next] Softkeys to display additional log items.
- 2) Press the [Dial] Softkey.

To add a record to the Phone Book:

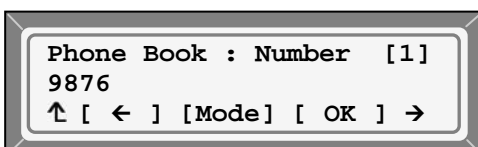
- 1) Press the Phone Book button.
- 2) Press the → to view the next menu selection.



- 3) Select the [Add] Softkey.

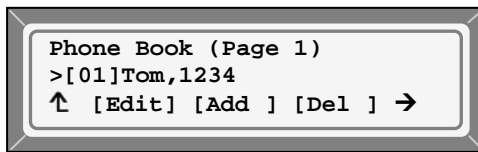


- 4) Enter a Name, Number and Speed Number for the record, selecting the [OK] Softkey for each entry. Use the [Mode] Softkey to enter characters.

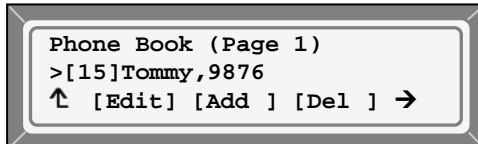


To edit a record:

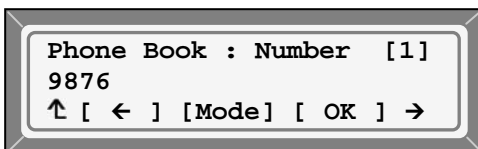
- 1) Press the Phone Book button.
- 2) Select the desired record; press the → to view additional records.



- 3) Select [Edit] Softkey.

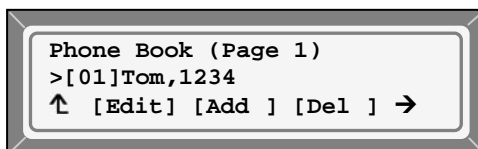


- 4) Edit the Name, Number and Speed Number for the record, selecting the [OK] Softkey for each entry (use the [Mode] Softkey to enter characters).

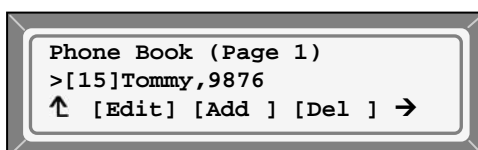


To delete a record:

- 1) Press the Phone Book button.
- 2) Select the desired record.
- 3) Press the → to locate the [Del] selection.

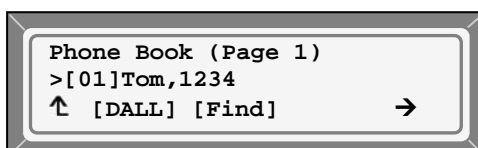


- 4) Select the [Del] Softkey and [yes].

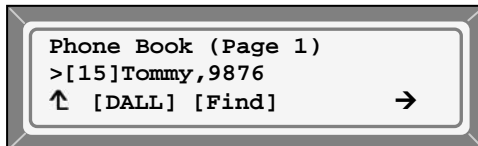


To delete all records:

- 1) Press the Phone Book button.
- 2) Press the → to locate the [DALL] selection.

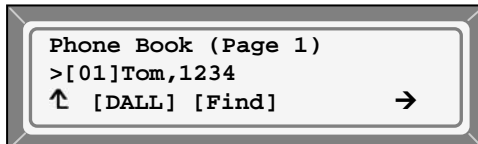


- 3) Select [DALL] Softkey and [yes].

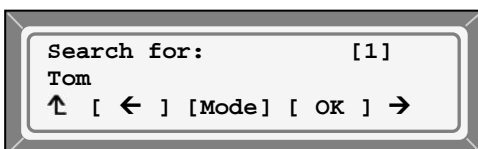


To search the records in the Phone Book:

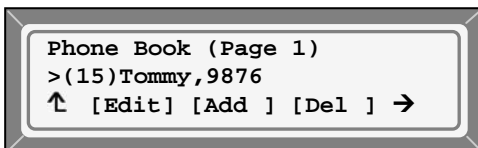
- 1) Press the Phone Book button.
- 2) Press the → to locate the [Find] selection.



- 3) Select the [Find] Softkey and [yes].



- 4) Enter the search criteria and select [OK] to view the search results.

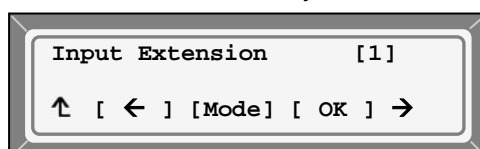


3.3. Direct Call Pick Up

Directed call pick up is a business phone feature that lets a user pick up a call that is ringing at another extension. Note you may need to use dial codes if the [DPic] Softkey is not displayed.

To pick up a call ringing at another extension:

- 1) Press → to locate the [DPic] Softkey.
- 2) Press the [DPic] Softkey, and enter the extension number, then press the [OK] Softkey.



3.4. Group Call Pick Up

Call pick up by group is a business phone feature that lets the user pick up a call ringing at an extension in the user's call group. User call groups are defined in the Call Server. Note you may need to use dial codes if the [GPic] Softkey is not displayed.

To pickup a call ringing at a group extension:

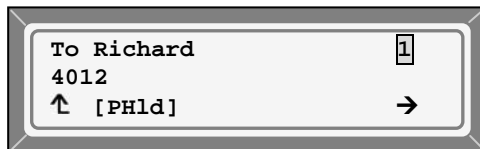
- 1) Press the → to locate the [GPic] Softkey.
- 2) Press [GPic] Softkey.

3.5. Private Hold

Your Call Server may provide "private hold". If available, a call on a shared line can be placed on hold and others can not access the call.

To place an active shared line call on Private Hold:

- 1) Press the right arrow Softkey to display the [PHLD] selection
- 2) Press the [PHLD] Softkey.



3.6. Barge-in

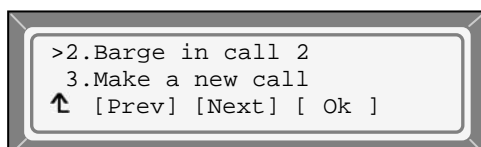
Your Call Server may provide barge-in operation. If available, other users with the Shared line appearance may be able to enter a call directly.

To enter a call using Barge-in:

- 1) Press the Shared Line appearance button.

The Barge in menu will appear showing held calls as well as active call for Barge-in and New call selections.

- 2) Use [Prev]-[Next] Softkeys to move pointer to Barge in selection.



- 3) Press [ok] Softkey.

